

Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Manager, Business Support

Business Group	Te Poutāhū   Curriculum Centre
Location	Te Whanganui-ā-Tara   Wellington
Salary band	M5

### Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

### To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

***He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga***  
***We shape an education system that delivers excellent and equitable outcomes***

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

### Tēnei Tūranga | About the role

The Manager, Business Support provides strategic leadership and drives operational excellence across the Business Support team. This is a dynamic and high-performing team, responsible for managing the workflow of administrative support and ministerial servicing for Te Poutāhū (Curriculum Centre) and maintains good relationships across the group, the wider Ministry and Ministers' offices. This role ensures that business support functions are closely aligned with the strategic direction of Business Operations and Te Poutāhū, delivering high-quality, timely and responsive services.

As Manager, Business Support, you will be a key member of the Business Operations leadership team, contributing to strategic planning, decision making and organisational performance.

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### Ngā Haepapa | Accountabilities

#### As a Manager within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Give effect to the Ministry's purpose and operating model, supporting and enabling Te Mahau.
- Lead, develop and implement a responsive and integrated functional strategy and work programme, aligned to the Ministry's strategy and priorities.
- Manage and report on delivery against the strategy, workplan and budget to support performance against outcomes.
- Plan and manage budgets to support sound financial management and deliver maximum value from resources and investments.
- Develop, implement and maintain the right frameworks, capabilities and systems to achieve operational outcomes, manage people and risk, and support operational compliance.
- Build workforce capability and diversity by supporting others to grow, embrace change and seek out diverse perspectives.
- Create and maintain a safe, positive and inclusive workplace where people collaborate and are inspired to perform at their best.
- Strengthen the Māori-Crown relationship by role modelling authentic practise to build capability as a good kawanatanga partner.
- Create and support internal networks that support kaimahi to have a voice.
- Use data and insights to make evidence-based decisions and to respond effectively to the needs of internal and external customers.
- Collaborate with stakeholders to identify priorities and interdependencies and deliver outcomes for Te Mahau.

#### As the Manager, Business Support you will:

- Provide robust and high-quality analysis and advice to shape Business Support's work programme, aligning with Te Poutāhū's strategic direction.
- Provide expert advice and insights to senior leadership to inform decision-making and policy development.
- Contribute to strategic planning, ensuring Te Reo and Te Ao Māori outcomes are embedded.
- Lead and support a high-performing ministerials and administrative support team, fostering engagement and customer focus.
- Coach, mentor and develop staff to build capability and enable broader advisory contributions to the group and wider Ministry.
- Plan for effective team resourcing, recruit and induct capable staff to support education outcomes.
- Oversee operational planning, implementation, and delivery of workstreams to meet schedule, budget, and quality standards.
- Manage human-centred design processes, risks and issues.
- Recommend strategies and responses for dealing with different high risk or complex issues.
- Monitor budgets and supplier expenditure, identifying financial risks.
- Remain informed on current events, political and organisational context to enhance quality of work across the Business Support team and wider group.

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- Provide expert advice and manage select committee estimates and annual review processes.
- Provide expert advice, manage and coordinate responses to high-risk or complex Ministerial requests, media enquiries, Official Information Act Requests, Ombudsman and Privacy Act complaints.
- Co-ordinate, commission and provide high quality written responses to requests for information or advice in a way that manages risk and maintains focus on relevant Ministry strategies or positions on issues.
- Represent the Ministry at a senior official level and build strong, responsive stakeholder relationships, particularly with the Minister's office and private secretaries.
- Analyse correspondence trends and ensure appropriate commissioning of subject matter experts (SMEs).
- Develop and maintain systems for tracking, quality assurance and finalising responses.
- Ensure timely, accurate, and relevant information is provided across all channels.
- Recommend system improvements to enhance coordination and service delivery.
- Monitor progress and ensure all approval processes, procedures, standards and guidelines are followed.
- Promote a culture of innovation, risk-taking and debate to create enduring and robust advice and delivery of initiatives.
- Foster behaviours that support Te Poutāhū's values and culture and contribute, alongside other leaders, to build the capability of the group.
- You will make decisions in accordance with the Ministry's policies and delegations framework.

## Wheako | Experience

To be successful in this role you will have the following experience:

- People and operational leadership experience within a complex environment.
- Experience in developing and delivering integrated functional strategies, work programmes and budgets.
- Experience in leading and managing the development, implementation and ongoing monitoring of functional systems, frameworks and processes.
- Experience in leading and contributing to embedding organisational change that delivers intended outcomes.
- Experience building and leading inclusive and diverse teams and creating a respectful, open and responsive culture.
- Experience in building relationships to achieve shared outcomes
- Experience in relationship management across public service agencies and operating within the Machinery of Government, Parliament and the wider public sector.
- Relevant experience in ministerial or communications roles within government departments, or in a Minister's or Chief Executive's office.
- Extensive experience in producing clear, concise ministerial correspondence, documents and briefings.
- Experience leading teams in a complex, fast-paced environment.

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## Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- Proven ability to coach and constructively challenge others to shift mindsets and foster collaborative action.
- Proven ability to use data and insights to identify trends, risks and opportunities, and to inform functional decision making.
- A proven track record of building and maintaining trusted relationships with (as appropriate):
  - colleagues
  - stakeholders
  - Māori and iwi
  - Ministers
- Sound knowledge of government and public sector processes.
- Excellent interpersonal and communication skills.
- A track record of ongoing personal and professional development.
- Perspective and an ability to see the wider relevant context and viewpoints when analysing issues and developing communications.
- Calmness, critical thinking and analysis under pressure.
- Leadership attributes and a willingness to 'step up' when you observe an issue or something that is within your power to fix.

## Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono   Valuing Māori	Confident
Pou Mana   Knowledge of Māori content	Confident
Pou Kipa   Achieving equitable education outcomes for Māori	Confident
Pou Aroā   Critical consciousness of racial equity for Māori	Confident

## Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.



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### Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	July 2025
Approved By	HR Advisory Team